



Classification: Information Technology Specialist III

Position Title: Lead Business Analyst

Position Number:

Division/Branch: IT

Location: Sacramento County

Job Description Summary

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Under administrative direction of the Information Technology Manager II, the Information Technology Specialist III (ITS III), Lead Business Analyst, is the expert advisor for business analysis. Plans, directs, oversees, and performs business analysis on the most mission critical complex Information Technology (IT) projects of Covered California and CalHEERS in support of internal business needs. Works with CalHEERS to develop the CalHEERS system architecture and advise management and executive level staff on governance and policy that support forward movement. This position serves in the Information Technology Project Management and Business Technology Management domains. Duties may include access to information containing protected enrollee information, including federal tax information, protected health information, and personal identifiable information.

Job Description

35% (E)

Develops, plans, manages, directs, and oversees all aspects of critical, complex IT projects and programs that include a wide variety of IT functions, information systems, technology development, planning and consulting, and systems integration. Leads business analysis, project management and manages change request cost, risk, defect and workload throughout the project and the system development lifecycles. Leads and develops documents related to the project, portfolio governance, procurement/solicitation documentation, budget concept statements, and post implementation support. Creates reports required by the Covered California Board, Governor's Office, auditors, other external stakeholders. Demonstrates and applies principles of IT projects, budget process, project management, business analysis and information technology systems design. Communicates assumptions and constraints to customers, stakeholders, and executives. Develops procurement/solicitation documentation as required such as Request for Proposals (RFPs), Request for Offers (RFOs), Invitation for Bids (IFBs), Requests for Information (RFIs), Statements of Work (SOWs), and Work Authorizations (WAs) documentation. Identifies overlapping functional areas across various change requests in the entire release and add the required scenarios to test and validate the overlapping functionalities. Performs cost analysis and negotiations with CalHEERS system integrator. Identifies critical development scenarios to be included in assembly testing suite for major change requests (CR) and critical functionalities. Develops, and designs technical documents. Works across Covered California divisions, CalHEERS, CMS, Health Care providers, Department of Health Care Services (DHCS), Statewide Automated Welfare System (SAWS), Enrollers, advocates, and external stakeholders to develop response to various internal and external audit findings and implement quality assurance and IV&V recommendations.

30% (E)

Leads operational and administrative functions related to Business Analysis including providing direction to each business lead, ensuring customers have the capability to perform required business functions and ensuring all data requirements, schedule dates, etc. are monitored. Ensures activities are consistent and supportive and requirements of various customers are accommodated. Ensures project status is reported to all affected participants on a timely basis. Performs a full range of business analysis activities in all phases of Software Development LifeCycle (SDLC) including, but not limited to, cost estimation, risk identification, functional requirements gathering, technical system design, system test plan and scripts, coding and unit testing, system testing, user acceptance and implementation support, and methodologies including Agile, Waterfall, Kanban and Scrum. Ensures project remains on schedule, within budget and risks are properly identified, mitigated, and managed. Provides leadership, management, and direction to the project team to ensure project objectives are accomplished. Reviews and refines deliverables for accuracy, consistency, and completeness. Identifies and documents project scope, business objectives, success criteria, assumptions, constraints, and dependencies. Facilitates project meetings with business areas, project teams, executive steering committee, portfolio governance, and external stakeholders. Negotiates with project sponsors and participants to ensure outcomes are in accordance with project objectives. Evaluates changes that impact interface partners and external stakeholder like Statewide Automated Welfare System (SAWS) and health care providers for Covered California impact and adds requirements for integration testing during early phase of SDLC process.

25% (E)

Develops policies, procedures, and multi-departmental systems. Plans, develops, and documents policies, requirements, and methodologies. Enforces compliance with policies and requirements and makes recommendations. Conducts presentations or briefings to executive management. Guides the development and elaboration of plans and artifacts. Provides leadership, guidance, training, and support to project team members. Develops and analyzes performance and capacity reports; develops and modifies technical specifications. Provides strategic consultation to clients and information technology (IT) teams and department leaders. Advises department leadership in the IT business strategic planning cycle, gaining an understanding of common issues, drivers, imperatives, and objectives across the enterprise. Guides strategy and ensures alignment with IT architectural strategy and business goals.

10% (M)

Performs various administrative responsibilities including budget development and IT strategic planning and evaluation. Travels statewide between Covered California locations and CalHEERS to attend meetings, design sessions, support various activities under SDLC and trainings.

Scope and Impact

Responsibility for Decisions and Consequences of Error: This is a top level administrative position in which the guidance is largely that of general policy and the requirements of legislation. Incumbents may have extensive decision-making authority and direct the most critical/complex projects where the consequence of error may have a serious detrimental effect on the operating efficiency of the organization. Repercussions of potential failures or errors would result in IT project failure, missed deadlines, cost overages and additional resources that can result in negative impact on Covered California's and the IT operations

b. **Administrative Responsibility:** The ITS III provides overall business analysis, management, oversight, and leadership of critical, complex IT projects with budgets of approximately \$1 million.

c. **Supervision Exercised:** The ITS III does not exercise supervision, but may act as a project, program, business or team lead.

d. **Internal Personal Contacts:** IT staff, Covered California Executive leadership, IT leadership, and Division leadership.

e. **External Personal Contacts:** State Departments, CalHEERS, local government entities, legislative groups, federal government entities, health plans, and the advocate community.

Physical and Environmental Demands

Work Environment

Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.

Essential Physical Characteristics

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

- a. *Schedule:* Core business hours are Monday through Friday, 8:00am - 5:00pm
- b. *Travel:* Travels statewide up to 10% between Covered California locations and CalHEERS to attend meetings, design sessions, support various activities under SDLC and trainings.
- c. *Other:* Other: May require weekend support for release validation and defect triage.